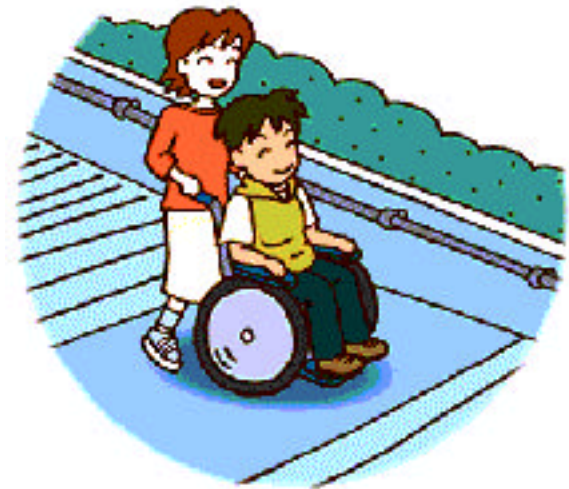


# Accommodation for Special Guests

Shinobu Utamura  
DEA670, Spring 2000

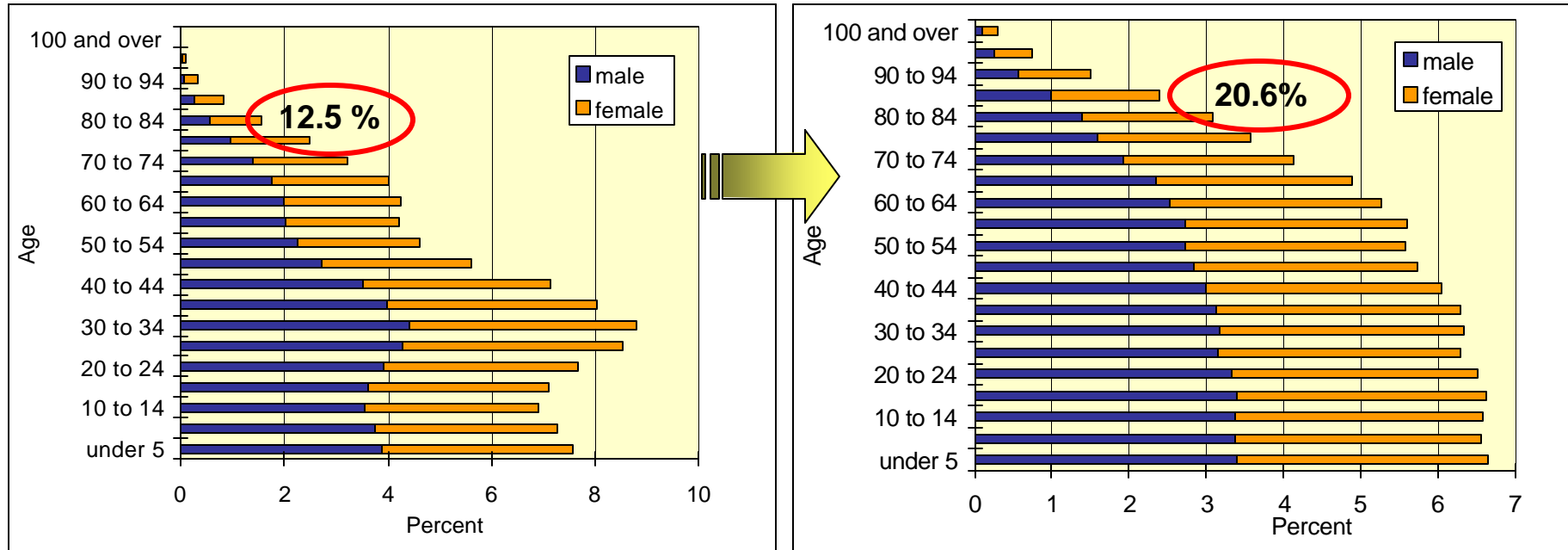
How well does your hotel consider accommodating guests who are old,  
disabled or blind etc?



# Prediction of hospitality needs and opportunities

## The percentage of population over age 65 ...

(NP-P1) Resident Population of the United States (the U.S. Census Bureau)



In 1990

In 2050

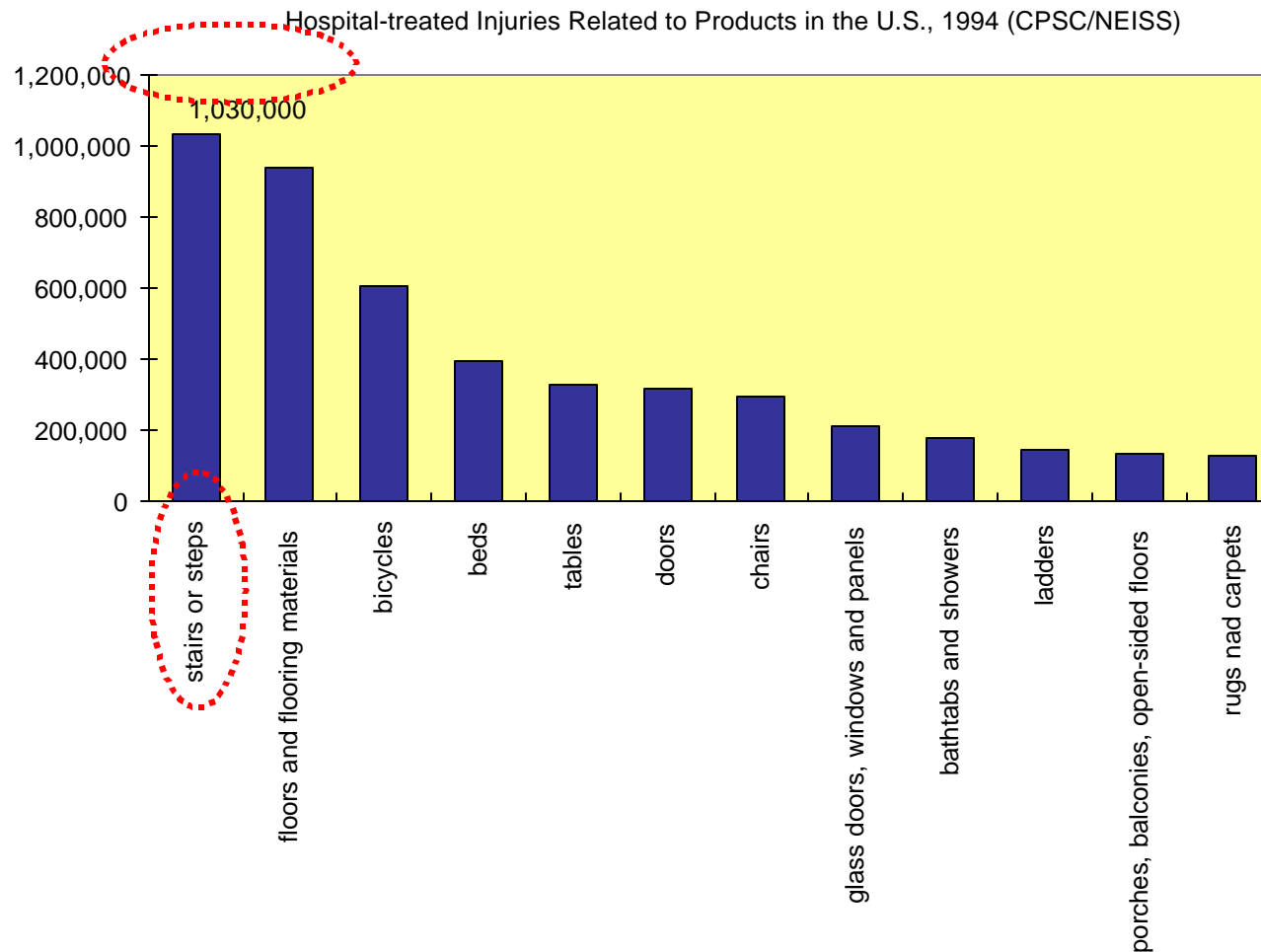
- Aging clientele and in the hospitality industry
- The psychological construct of "personal control" – A criterion in judging the acceptability of hospitality industry (Hospitality Research Journal, Volume 17/1 pages 29-47, 1993).

# The most dangerous locations

## "Stairs and steps"

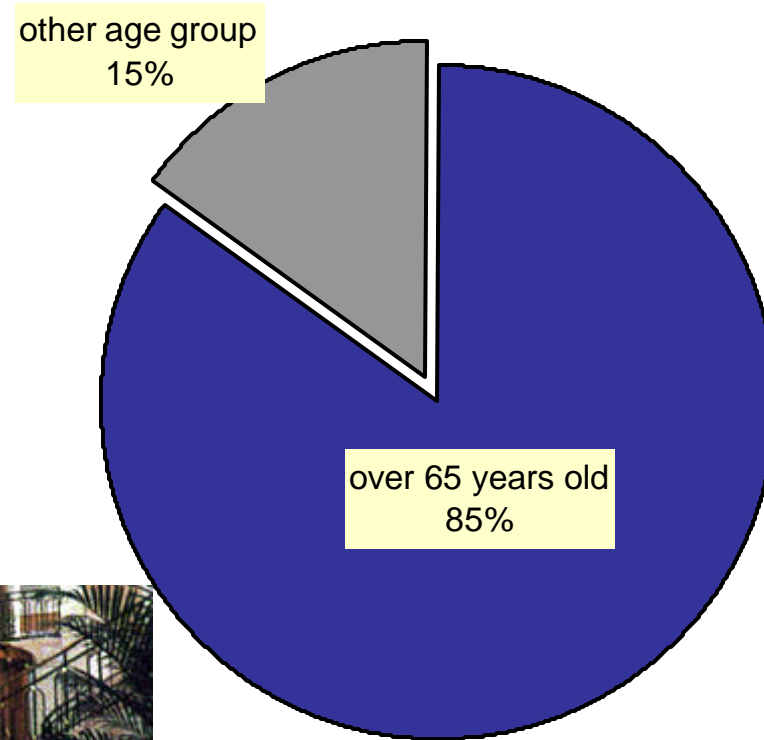
- Falls are identified as a major injury problem by epidemiological data.
- For people 75 years and older, falls are the leading cause of fatal injuries.

(Jake Pauls, 1998)



- The severity of the injuries sustained by the aged is quite high.

### Occurrence of all the death attributed to stair accidents



(Data from National Electronic Injury Surveillance System (NEISS))

# Major Causes

Visual capabilities of older persons...



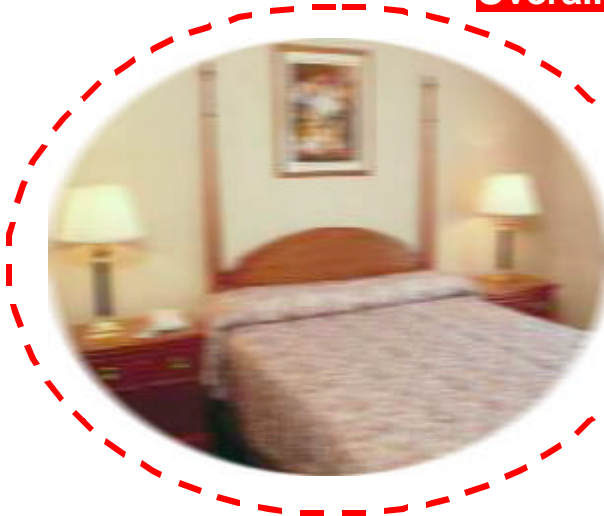
the performance of older people on stairs. John C. Archea

Age-related visual losses

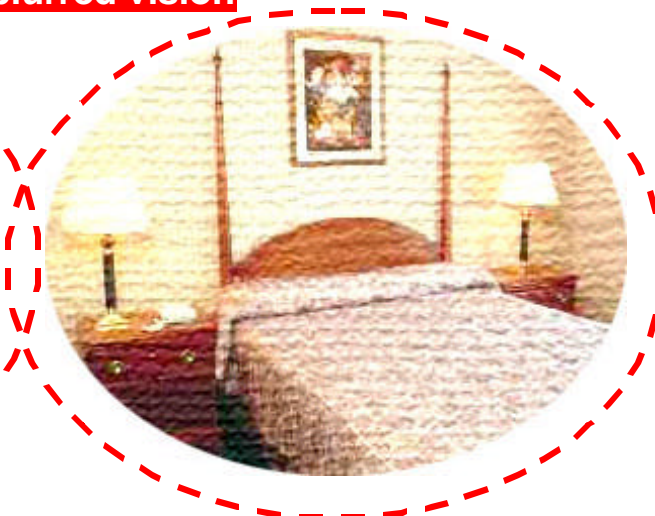
Normal Vision



Overall blurred vision



Cataract



Corneal Pathology



Macular Degeneration  
(central vision loss)



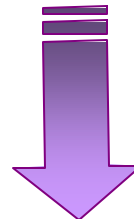
**Diabetic Retinopathy**



**Glaucoma  
(Peripheral)**



**Retinitis Pigmentosa**



**Source:**  
Designing for Alzheimer's disease,  
Elizabeth C. Brawley.

**These visual conditions impair detection of  
the precise location of each tread edge.**

# Check your stairs.

	Check list	Design Guidelines
<b>Lighting</b>	<ol style="list-style-type: none"> <li>1. Are your stairs well lit? (figure 2)</li> <li>2. Can you eliminate direct (or reflected) glare? (figure 2)</li> <li>3. Can you avoid shadows?</li> </ol>	<ul style="list-style-type: none"> <li>• Light so that the steps, particularly the step edges, and be clearly seen.</li> <li>• Use appropriate carpet to prevent glare on the floor.</li> <li>• Use non-gloss wax on floor tile.</li> <li>• Provide even light distribution that does not create shadows.</li> </ul>
<b>Color</b>	<ol style="list-style-type: none"> <li>1. Do you provide high contrast between the edge and the tread?</li> <li>2. Do you select colors that accommodate ease of visibility for the elderly?</li> </ol>	<ul style="list-style-type: none"> <li>• Use high contrast color for the edges to easily recognize: <ul style="list-style-type: none"> <li>○ Light color against black</li> <li>○ Dark color against white</li> <li>○ Light yellow against dark blue</li> <li>○ Dark red against light green</li> </ul> </li> <li>• Avoid two intense colors</li> </ul>
<b>Carpeting</b>	<ol style="list-style-type: none"> <li>1. Do you avoid vivid carpet patterns? (figure 1)</li> <li>2. Have you considered increasing the rise height and decreasing the depth of the tread?</li> </ol>	<ul style="list-style-type: none"> <li>• Use complete, correct, and consistent pattern of visual cues for floor carpet.</li> <li>• Avoid a vivid, repetitive, or random pattern of finishes on stair tread.</li> </ul>
<b>Slip resistance</b>	<ol style="list-style-type: none"> <li>1. Do you have slip resistance on your tile stairs? (figure 2)</li> </ol>	<ul style="list-style-type: none"> <li>• Provide slip resistances for non-carpet finishes.</li> </ul>
<b>Handrails</b>	<ol style="list-style-type: none"> <li>1. Are good handrails installed?</li> </ol>	<ul style="list-style-type: none"> <li>• Install handrails as a "third leg" to compensate for visual problems in decent.</li> <li>• Guidelines of handrails</li> </ul>



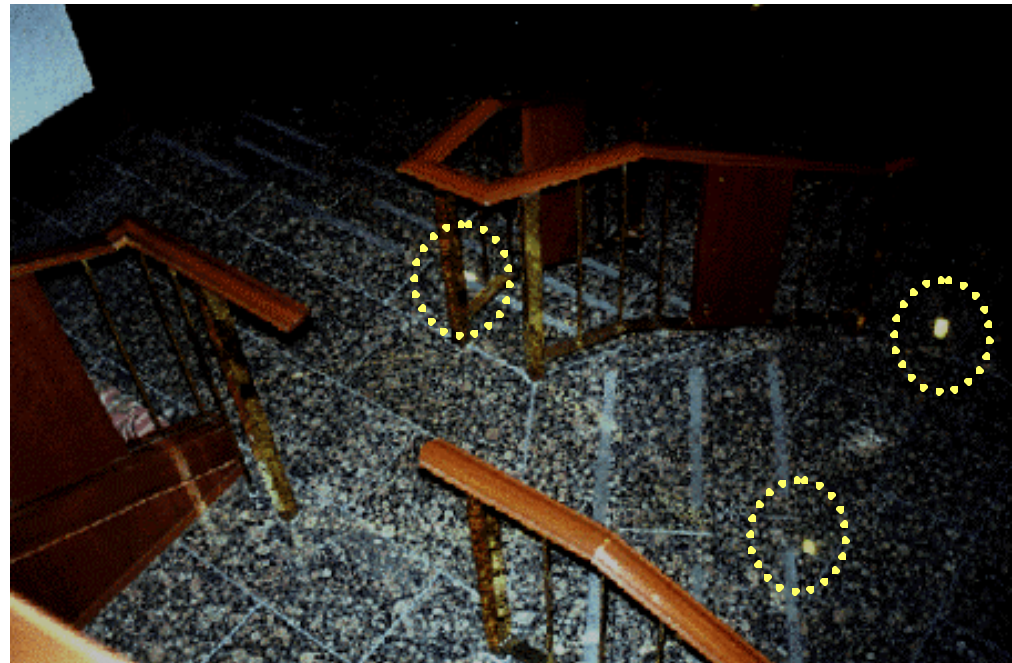


**Figure 1**  
Vivid carpet patterns on stairs create special perceptual problems for the elderly.

**Reflected glare, can obscure visual information about conditions prevailing on a**

**Figure 2**

Although slip resistances are provided, bad lighting makes us difficult to figure out where the edges of the tread are.



**References;**

John C. Archea, Environmental Factors Associated with Stair Accidents by the elderly (1985)

Jake Pauls, Benefit- Cost Analysis and Housing Affordability: The case of Staircase Usability, Safety, Design and Related requirements and Guidelines for New and Existing Homes.



# Does your hotel meet ADA compliance?

## 1. Minimum Number of required accessible rooms

FACILITY TOTAL	VISUAL APPLIANCES ONLY Total	MOBILITY ACCESS & VISUAL APPLIANCES TOTAL (portion of total with room-in showers)
1--25	1	1
26--50	2	2
51--75	3	4 (1)
76--100	4	5 (1)
101--150	5	7 (2)
151--200	6	8 (2)
201--300	7	10 (3)
301--400	8	12 (4)
401--500	9	14 (5 <sup>**</sup> )
501--1000	2% of total	2% of total ( <sup>**</sup> )
Over 1000	<sup>***</sup>	<sup>***</sup> ( <sup>**</sup> )

**\*EXEMPT:**

Facilities with 5 or less rooms for rent also used by the proprietor as a residence, but that do not serve as a homeless shelter, halfway house, transient group home, or other social services establishment.

<sup>\*\*</sup> 4 + 1 for each 100 over 400

<sup>\*\*\*</sup> 20 + 1 for each 100 over 1000

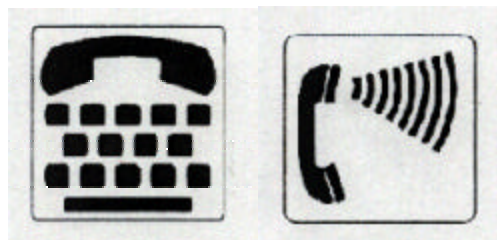
**NOTE:**

**32"** minimum door clearance required in all sleeping rooms and suites

## 2. Phones for persons with hearing impairment

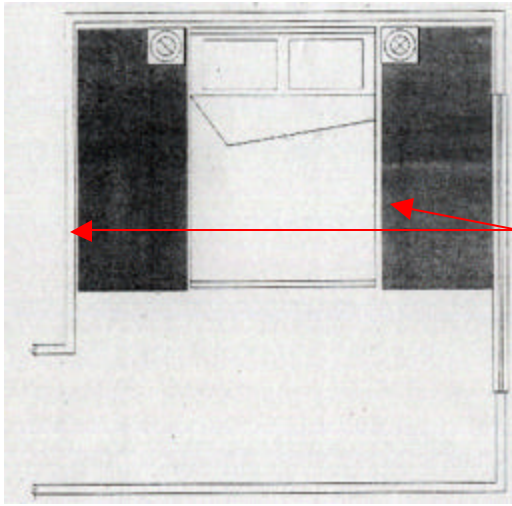
- Provide TTY \*(text telephones)

\*A device that allows people with hearing or speech impairments to communicate over the telephone.

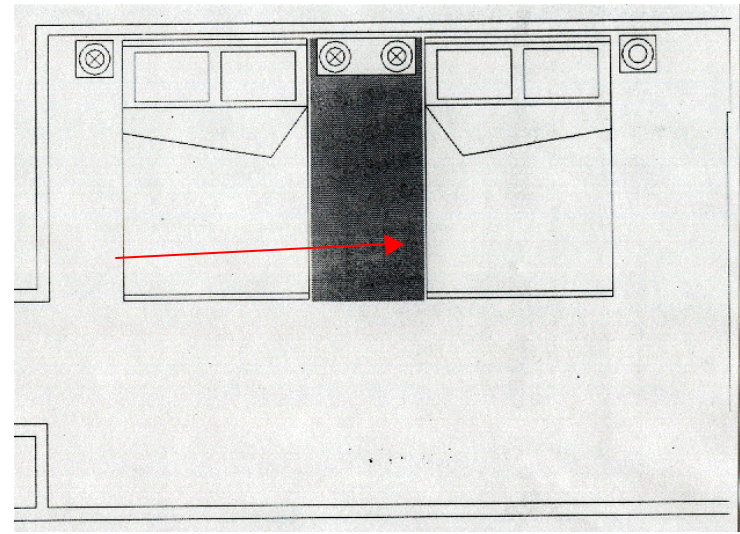


- A **volume control** with signage must be equipped.

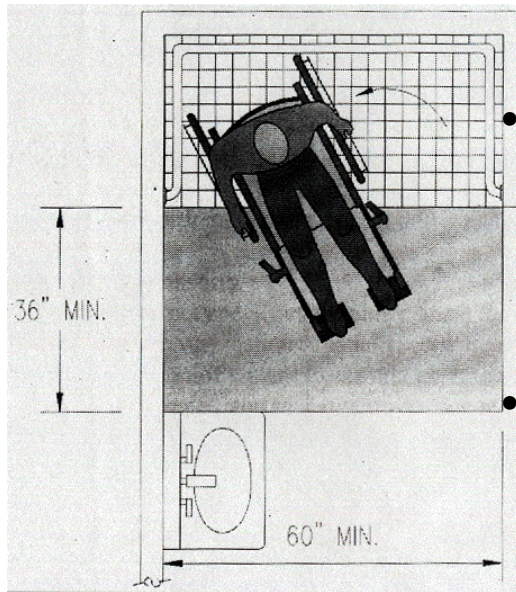
### 3. Bedside Clearances



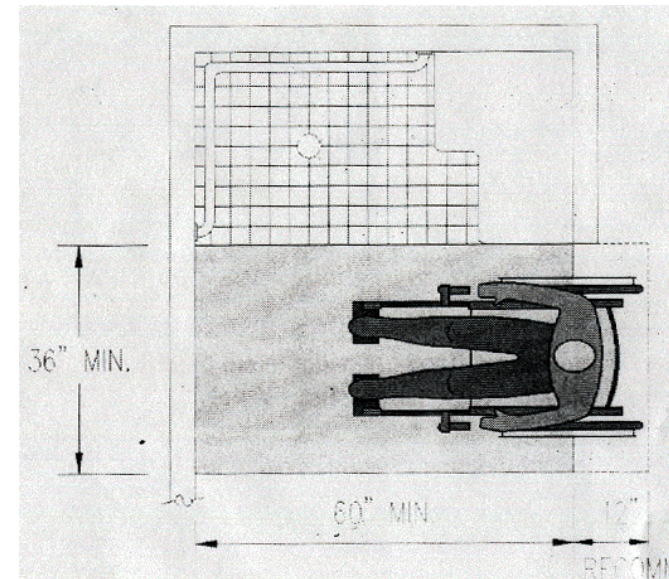
Minimum of **36" inches** wide is required for bedside clearance.



## 4. Bathroom (Go to Hygiene section in details)



- Provide an accessible **water closet**, accessible **lavatory**, and accessible **shower or tub**.
- Install a combination of **roll-in/transfer shower**. (see pictures)



## 5. Visual Alarms, Notification Devices and Telephones

- Install a **visual alarm** connected to the building alarm system or an outlet for a portable device.





## 6. Other accessible spaces

Do you have accessible spaces in...

- Living areas
- Dining areas
- Sleeping area
- Patios
- Terraces
- Balconies
- Carports
- Garages
- Parking spaces
- Kitchens



Source: ADAAG Manual, a guide to the Americans with Disabilities Act Accessibility Guidelines, U.S. Architectural and Transportation Barriers Compliance Board, July 1998

## Cornell Hotel Ergonomics Safety Checklist for Older Guests

- Please read questions and check all yes and no responses, and if your answer is no, go to the recommendation.

	Questions	Yes	No	Recommendation
<b>Cords</b>	➤ Are lamp, extension and telephone cords placed out of the flow of traffic?		<input type="checkbox"/>	• Place an extension cord on the floor against a wall where people cannot trip over it.
	➤ Are cords attached to the walls, baseboards, etc. with nails or staples?		<input type="checkbox"/>	• Remove nails or staples, which can damage cords, presenting fire and shock hazards.
<b>Rugs, runners and mats</b>	➤ Are all small rugs and runners slip-resistant?		<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Remove rugs and runners that tend to slide.</li> <li>• Apply double-faced adhesives carpet tape or rubber matting to the backs of rugs and runners.</li> <li>• Use rugs with slip-resistant backing.</li> </ul>
<b>Emergency Exit</b>	1. Is your emergency exit signage easy to find and read?		<input type="checkbox"/>	• Install ergonomic visual information of emergency exit in case of fire → <b>Go to signage section</b>
<b>Kitchens and kitchenettes</b>	1. Are towels, curtains, and other things that might catch fire located away from a heat source?		<input type="checkbox"/>	• Store flammable and combustible items away from range and oven.
	➤ Is the lighting good over the stove, sink and countertop work areas?		<input type="checkbox"/>	• Use the maximum wattage bulb allowed by the fixture.
<b>Pathways</b>	1. Are hallways, passageways between rooms, and other heavy traffic areas well lit?		<input type="checkbox"/>	• Eliminate shadowed or dark areas, which can hide tripping hazard, by using the maximum wattage bulb allowed by the fixture.
	2. Are exits and passageways kept clear?			• Rearrange furniture to open passageways and walkways and improve lighting.



<b>Bathrooms</b>	➤ Are bathtubs and showers equipped with non-skid slipmats, abrasive stripes, or surfaces that are not slippery?		➔	• Apply textured strips or appliques on the floors of tubs and showers.
	➤ If there are grab bars, are these stable?		➔	• Check existing bars for strength and stability.
	➤ Is the water temperature 120 degrees F or lower?		➔	• Lower the setting on your hot water heater to "low" or 120 degrees F.
	➤ Is a light switch located near the entrance to the bathroom?		➔	• Provide light switch near the entrance to avoid walking through a dark area. → <b>Go to hygiene section</b>
<b>Lighting</b>	✓ Have you installed appropriate lighting?		➔	• Use appropriate ambient lighting systems to produce sufficient light levels and prevent glare.
	✓ Have you optimized natural daylight?		➔	• Provide transition areas to make adjustment between spaces with differing levels of brightness.
<b>Bedrooms</b>	7. Are lamps or light switches within reach of each bed?		➔	• Rearrange furniture closer to switches or move lamps closer to beds.
	8. Is there a telephone close to the bed?		➔	• In case of emergency, it is important to be able to reach the telephone without getting out of bed.
<b>Stairs</b>	→ <b>See stair checklist.</b>			

Based on Home Safety Checklist, U.S. Consumer Product Safety Commission June 1996  
(Other sources; Designing for Alzheimer's Disease, Elizabeth C. Brawley p105)

# Don't you miss any other group of people?

- What about the **people who have disabilities that are less obvious**,
  - such as diabetes, mental illness, epilepsy, AIDS, etc?
  - a guest with diabetes might request a refrigerator to store medication
  - a guest who has panic attacks and is attending a conference might ask to be placed in a room next to someone he or she knows. (Jerald J. Droll Executive housekeeping today/June 1997)
- What about **foreigners** who cannot speak English or who have cultural differences?
  - Need multilingual signs
  - Need translators
  - Ethnic foods
- What about **children**?
  - Step stools for bathroom
  - Sleeping cots, beds and booster seats
  - Need different size of tooth brushes and slippers etc.
- What about **pregnant mothers**?
  - Need emergency calling /medical services

